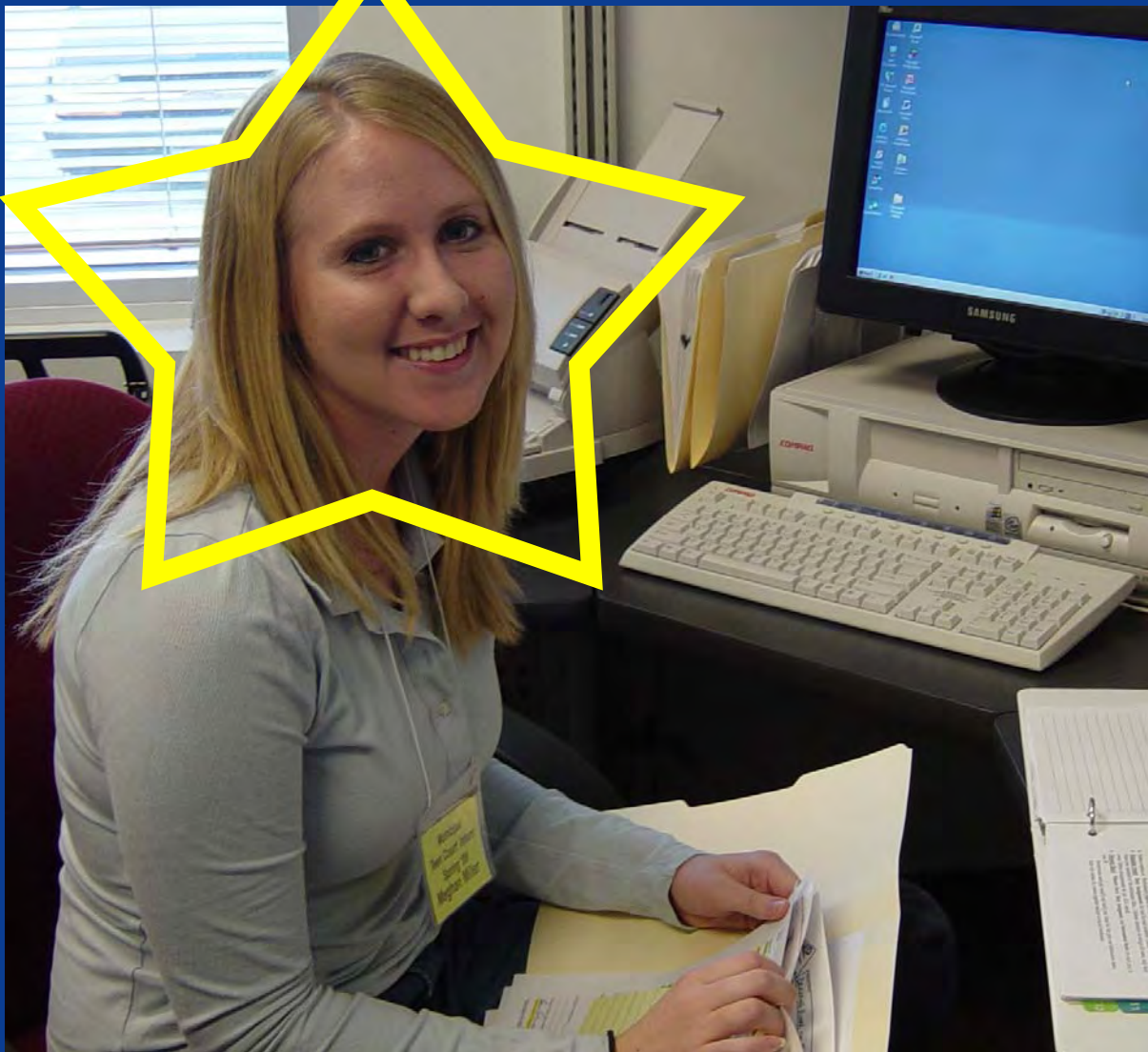




# City of College Station Guide for Using Volunteers



January 2007

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## **Mission Statement**

The mission is to promote citizen participation in the expansion, enhancement and delivery of quality services to the citizens of College Station. “***When you volunteer, you make a difference in your life and in your community.***”

## **Program Overview**

The City of College Station utilizes volunteers in a wide range of positions from single event laborers to ongoing weekly regular positions as well as semester long internships.

## **Whose Responsibility is it?**

### **City Volunteer Coordinator**

- ◆ Promote volunteerism within the City structure as well as the community and Texas A&M University
- ◆ Help interested departments identify potential uses of volunteers
- ◆ Act as a clearing house for volunteers
- ◆ Assist citizens looking for volunteer opportunities
- ◆ Assist departments with specific volunteer needs
- ◆ Refer potential volunteers to departments where the selection decisions are made
- ◆ Maintain a database of special project volunteers

### **Departmental Volunteer Contact**

- ◆ Communication link between departments that use volunteers and the City Volunteer Coordinator
- ◆ Report hours and number of volunteers on a monthly basis

### **Volunteer Supervisor**

- ◆ Respond to referral (phone, e-mail, mail)
- ◆ Schedule interview if appropriate
- ◆ Inform Volunteer Coordinator of results - placed or declined
- ◆ Order department specific requirements (formal application, background check, DL/drug screen)
- ◆ Schedule first day of work
- ◆ Prepare work station for volunteer
- ◆ Orient Volunteer to department so that the expectations of the volunteer, interns, and staff are understood by all

## **Volunteer**

- ◆ From the standpoint of expectations, the only difference between a volunteer and an employee is pay. Both receive compensation for their work. The volunteer simply works for something other than money such as experience, involvement, resume enhancement, classroom or degree requirements and as many other ways as there are individuals.
- ◆ Expectations for employees and volunteers are the same. The following areas of the **Employee Handbook** warrant review:

### **Section 1: General Provisions**

- ◆ Policies and procedures apply to all employees.

### **Section 2: Staffing and Development**

- ◆ Screening and selection Volunteers may be required to undergo the same levels of screening and selection as employees to include criminal background checks, drug testing, and reference checks depending on the position.
- ◆ Orientation Volunteers need orientation to the city, the department, and the position. The level of orientation varies depending on the volunteer's role but is important none the less.

### **Section 3: Employment**

- ◆ Hours of work Volunteers must be scheduled by a supervisor. This ensures that the work assignments are understood, keeps volunteers from distracting other employees, and reaffirms the importance and value of the work to the volunteer.
- ◆ Employment Separation Volunteers not performing satisfactorily after appropriate training and direction should be reassigned and or be terminated.

### **Section 9: Employee Conduct**

- ◆ Volunteers working other than one time special events need to be oriented in the area of conduct. Such an orientation should include overviews of ethics, solicitation, harassment, and use of city phones, computers, copiers, fax, and other equipment.

## **I want a volunteer, now what?**

### **Getting Started**

- ◆ Define tasks to be done.
- ◆ What skills are necessary to complete task?
- ◆ Create step-by-step instruction list for tasks.
- ◆ Summarize into brief Volunteer Job description.
- ◆ Contact City Volunteer Coordinator for recruiting assistance.

### **How do I find them? (Recruiting)**

- ◆ Volunteer Application Process
- ◆ Complete on-line application
- ◆ Referred to department

- ◆ Interview with project supervisor
- ◆ If match is good for all, scheduled for orientation and work
- ◆ Complete job descriptions should be given to all volunteers applying for or accepted for the given project and may be made available as well to potential volunteers as a recruitment tool.

### **How should I choose them? (Selection)**

- ◆ The Volunteer Coordinator responds to initial inquiries from potential volunteers, provides an explanation of volunteer job descriptions, and refers candidates to departments for scheduling of volunteer interviews. In the event a specific job requires a formal application form, extraordinary screening or training, such as criminal background checks or certification these requirements should be included in the job description requesting the volunteers.

### **Screening Volunteers**

- ◆ Any volunteer who is being considered for an ongoing assignment, working unsupervised with children or vulnerable adults or have responsibility for money or property, should be interviewed in person and have background checked.
- ◆ Volunteers working on one-time individual or group projects need not be interviewed so long as they will under no circumstances have unsupervised access children, vulnerable adults or valuables.

### **Background checks**

- ◆ What level? That which is appropriate for any employee doing a similar task or duty.
- ◆ Are they necessary
  - ✓ If a volunteer position requires the volunteer to be responsible for money or property, where the activity may reflect on the reputation of the City (such as speaking) or where the volunteer will have unsupervised access to children or vulnerable adults, a criminal background check should, be performed.
  - ✓ In addition it is advisable to conduct reference checks for any volunteer who will potentially be working on an on-going, responsible basis.
- ◆ Who does this? The department using the volunteer will contact references and order background checks.

### **What do they need to know? (Orientation & Training)**

- ◆ **Department Orientation Suggestions**
  - Mission and structure of the organization
  - Role of volunteers in the organization
  - Key people
  - Roles of different departments

Who is the customer?  
Organizational policies/procedures  
Parking; dress; food; restrooms;  
Check-in/out; work areas; personal belongings;  
Telephone procedures; who to call for assistance  
How this job helps the organization reach its goal  
Emergency procedures; fire drills; power outage  
Customer or employee injury  
Confidentiality;  
Reporting of hours

#### ◆ **Training Volunteers**

- Every volunteer must receive training, including one-time special event volunteers. The volunteer's supervisor will determine for each volunteer position what skills or knowledge is required to perform the work competently and design an orientation, formal training or on-the-job training that will provide the volunteer with any knowledge or skills they will need to obtain or develop.
- Orientation simply acquaints the new volunteer to the city, its structure, its activities, etc. Training gives volunteers the knowledge and skills they currently lack to perform their work well and confidently.
- Whether to provide group training or on-the-job training depends mostly on how many volunteers that are starting and how often new volunteers are placed. Do not place any volunteer until they complete training.
- Find ways to show them and others you notice their accomplishments.
- Listen and act on their ideas and suggestions.

**The first important form of recognition is the prevention or removal of barriers to the volunteer's success.**

#### **How do we keep or motivate them? (Recognition)**

- ◆ Recognition starts when volunteers are offered meaningful work and continues in how well they are prepared for and supported in their efforts. Recognition is, in a sense, the volunteer's paycheck. It may be in the form of a simple thank you, formal and public events, or gifts, but the most effective recognition is regular and appropriate to the individual.
- ◆ Appropriate and on-going recognition
  - Volunteers measure success in individual ways such as praise, accomplishment, affiliation and impact.
  - Give volunteers regular feedback
  - Make their work environment pleasant by giving them their own well-lit and comfortable workspace, having food or drinks available, providing ample supplies, etc.
  - Match volunteers with appropriate jobs
  - Treat them as part of the overall organizational team

- Find ways to show them and others you notice their accomplishments
- Listen and act on their ideas and suggestions
- ◆ The first important form of recognition is the prevention or removal of barriers to the volunteer's success.

## ***Volunteer Supervisor Checklist***

- ✓ 24 hour response to referral (phone, e-mail, mail)
- ✓ Schedule interview if appropriate
- ✓ Inform Volunteer Coordinator of results - placed or declined
- ✓ Order department specific requirements (formal application, background check, DL/drug screen.
- ✓ Schedule first day of work
- ✓ Prepare work station for volunteer
- ✓ Orient Volunteer to department

## **Reasons For Volunteer Hours Record Keeping**

- To evaluate program effectiveness
- To develop a program history
- To document volunteer achievements
- To document your own achievements
- To justify program expansion
- To provide information for public relations/media contacts
- To demonstrate the worth of volunteers
- To demonstrate program impact
- To recognize the work of volunteers
- To identify gaps in service
- To support volunteers' income tax returns, job resumes, college applications, insurance claims, etc
- To demonstrate "community support"
- To use as "in-kind match" in funding proposals
- To get information to use in recruiting
- To identify volunteer training needs
- To aid in long range planning

# ***Sample Job Description 1***

**Job Title:** Teen Court Assistants Courtroom (Nighttime work)

**Purpose/function/objective:**

To provide assistance during COURTROOM sessions every other week from 6 p.m. until 9 p.m. by working with defendants and parents in completing their community service work assignment papers.

**Specific duties and responsibilities:**

Keep records of sentencing during court sessions

Record sentencing on case files

Help prepare exit papers for defendants to do community service.

Help keep order among potential jurors and in lobby during busy times.

**Qualifications and desired skills,** (physical requirements, communication skills...):

Must have good verbal communications skills

Must be willing to work with defendants and parents

Must be able to give 3 hours once or twice a month in the evenings

**Supervising staff person:** Teen Court Coordinator

**Time/length of commitment** (temporary or permanent, 4hrs/wk, 2hrs/day, 3days /mo ...)

Minimum of 3 hours twice a month and must be interested in work for the entire summer, fall, or spring semester.

**Training/orientation required and/or provided:** Training sessions will be provided

**Job location:** College Station Municipal Court

**Misc.:** (benefits, resources available, special requirements of dress or uniform, skills to be developed ...)

Particularly helpful and interesting to those going into legal, law enforcement, social work, counseling, and educational fields as good experience for your resume.



## ***Sample Job Description 2***

**Job Title:** Teen Center Volunteer

**Purpose/function/objective:** To provide school tutorials, computer help, and possible mentor positions.

**Specific duties and responsibilities:**

Tutoring of 7th through 12th grade students in any and all course work and basic volunteer help with kids in facility.

**Qualifications and desired skills, (physical requirements, communication skills...):**

High school education, preferable some college level. Computer skills, preferably very knowledgeable. ANY PERSON WITH VERY GOOD KNOWLEDGE TO RUN EDUCATIONAL PROGRAMS WITH COMPUTERS. Patient communication skills. Some experience dealing with children. Being outdoors, playing athletic games will generally be present.

**Supervising staff person:** There will always be a Teen Center staff, employee on duty.

**Time/length of commitment (temporary or permanent, 4hrs/wk, 2hrs/day, 3days/mo)**

Preferably on a semester basis. (September to December, or January to May)

**Training/orientation required and/or provided:** All training will be provided to volunteers.

**Job location:** The Exit Teen Center 1600 Rock Prairie Rd.

**Misc:** Must dress to be athletic, appropriate attire to deal with kids (no bar shirts, alcohol, tobacco, etc.

## ***Sample Job Description 3***

### **Community Programs Fall Intern**

**Job Title:** Community Programs Intern

**Supervisor:** Peggy Calliham, Community Programs, 764-3499

**Community Programs Function:** This division develops and manages programs that encourage two-way communications and involvement between the City of College Station and its citizens. Present major programs underway are:

College Station Teen Court, a peer sentencing court, for teens

Citizen's University Classes, a 10-week course offered to interested residents of College Station once a year in the early Spring

Educational programs with College Station Independent School District to encourage awareness of the municipal level of government.

Municipal Volunteer Program places volunteers in positions within the city network.

### **Intern Job Scope:**

Fall 2006 semester non-paid student internship for college credit for a student interested in

**Criminal Justice/Law, Education, Political Science, Community Relations.**

Position requires between 2 -10 flexible hours a week to assist the Coordinator with the clerical and implementation details of the various programs indicated.

All programs are running simultaneously but the predominant program will be the Teen Court program which is a year-round program where tasks include case management through record keeping, processing mass mailouts, jury notices, community service documentation and court hearings.

### **Special Skills Required:**

Must be skilled in operating a personal computer with MS Word, MS Access and desk top publishing would be helpful. Strong work ethic, initiative, excellent communications skills, personal appearance, and ability to work well with the public a must. Due to the unpaid nature of this position, it is important that this experience be a necessary requirement of the intern's college educational program.

Must be willing to commit to at least one full semester. Teen Court hearings are held on the 2<sup>nd</sup> and 4<sup>th</sup> Tuesday evenings of the month at 6:00 and intern may be asked to monitor those proceedings and be there by 5:30.

## Intern Applicant Sample Questionnaire

Name \_\_\_\_\_ Birthdate (optional) \_\_\_\_\_

Mailing Address \_\_\_\_\_ Zip Code \_\_\_\_\_

Email address \_\_\_\_\_ Most accessible phone # \_\_\_\_\_

College Major \_\_\_\_\_ Date of Graduation \_\_\_\_\_

What do you hope to do when you graduate? \_\_\_\_\_

Why are you interested in an internship?(required for major or other reason) \_\_\_\_\_

What expectations do you have for an internship? What do you want to do and what do you not want to do?

Have you worked for anyone before? Elaborate on your past work experiences. What did you enjoy most?

Do you understand that this internship will not be a paid internship? Yes / No

Can you commit an uninterrupted block of 2-4 hours per week to this internship? Yes / No

What days and times can you give to the position? \_\_\_\_\_

What particular skills do you have that would make this a good position for you? List computer skills, softwares you are competent with, other clerical, communications and leadership skills that you possess.

What type work settings cause you particular stress or discomfort? \_\_\_\_\_

In what type of work settings do you thrive? \_\_\_\_\_

Will you be available to work on Tuesday evenings from about 6pm—8pm if needed for Teen Court? \_\_\_\_\_

# **Sample Expectatations and Task Lists**

## **Teen Court**

- Willing to do clerical work to assist in the management of teen court files and records.
- Able to commit at least a 3 hour time block at least once a week between 8-5.
- Willing to commit to assisting on 2<sup>nd</sup> and/or 4<sup>th</sup> Tuesday evenings with Teen Court from 6-8pm.
- Familiar and competent with MS Access

## **Possible Clerical Tasks**

- Set up new files
- Prepare and Mail out jury and assignment notices
- Work Teen Court nights ( 2<sup>nd</sup>- 4<sup>th</sup> Tuesdays) 6 p.m. as monitor or coordinator assistant
- Input on database and mail minor notices
- Defendants verdict/assignment notice following court
- Follow up on community service and defendants progress
- Send Sentencing Notices after trial
- Calculate survey forms ( annually in August)
- Monthly Volunteer Report
- Court reminder calls to jurors/defendants

## **Municipal Court**

- Able to commit 3 hour time blocks each week adding up to a minimum of 6-8 hours
- Observing all activities (trials, hearing, walk-in arraignments) in the courtroom and discussion with the judge concerning all of these activities
- Interest in criminal law and/or litigation in general (law enforcement as well)
- Contact citizens who are about to be placed on active warrant status
- Legal research, organizing files, preparation of court room statistics based on the judge's particular needs and student's interests.
- Creative reasoning on how we can be more efficient in handling cases
- File and pull warrants
- Assist putting tickets and background in file jackets

## **Sample Interns Work/Task Schedule**

- ◆ Community Programs Monthly reports ( end of each month)
- ◆ Keep Teen Court cards and surveys stuffed/stamped for mailing (as needed)
- ◆ Laser fische/Scanning files
- ◆ Shredding old files

### **Weekly**

- ◆ Teen Court Minor notices 2x weekly
- ◆ Teen Court Defendants entered into database ( as they come in)

### **1st and 3rd weeks**

- ◆ Teen Court Duty Assignments mail outs
- ◆ Notify Defendant Jurors
- ◆ Court Hearing Date reminder to defendants
- ◆ Enter emergency info and prepare Community Service Papers
- ◆ Create A/B/C Info Forms
- ◆ Copy case files/ punch
- ◆ Teen Court notebook prep
- ◆ Teen Court Sentence confirmation letters papers
- ◆ Case closure/and papers to judge and defendant
- ◆ Attend Teen Court hearings as monitors

### **Annually**

- ◆ August compile parent surveys
- ◆ Community Service Worksites update
- ◆ Citizen University mailouts/etc (Fall and Spring only)
- ◆ Citizen University Notebook prep (Spring only)

### **General Municipal Court Assistance**

- ◆ Municipal Court filing
- ◆ Courtesy warrant calls
- ◆ Other miscellaneous tasks that arise
- ◆ May occasionally sit in court to observe Judges walk-ins or cases

## Guidelines Municipal/Teen Court Interns

- ◆ A BACKGROUND CHECK will be conducted on each intern or volunteer applicant prior to acceptance.
- ◆ Interns and volunteers are required to DRESS APPROPRIATELY while working at the court. Shorts, torn clothing, midriiffs( belly showing tops), caps, T-shirts with questionable language or symbols are unacceptable attire.
- ◆ You will be required to SIGN IN and SIGN OUT on the appropriate time sheet each time you are here.
- ◆ You should be assigned a SPECIFIC WORK TIME/SCHEDULE by your supervisor. If your supervisor is not here during your specified time and you are not assigned work by another supervisor, you should not remain at the work site but return at your next scheduled date/ time.
- ◆ You should also be assigned a WORKSTATION or LOCATION by your supervisor so that you know where you are to be working at all times.
- ◆ All interns are required to show at the front desk and wear their NAMETAGS at all times while working in the court. These nametags are to be turned back in to the court upon your leaving the internship.
- ◆ PERSONAL USE OF TELEPHONES, SUPPLIES, and EQUIPMENT is not acceptable unless authorized by your supervisor.
- ◆ LOUD TALKING AND LAUGHING in the office is disruptive to those working and on the phone with customers. You are to keep your conversations quiet and businesslike while working. Be considerate of others.
- ◆ Interns will be asked to fill out an EXIT INTERVIEW before leaving the internship

*This internship and/or working relationship should be treated just as you would a paid job. The same courtesy and consideration should be given to each party. It should also be **beneficial to both the volunteer and the city**. If at any time it becomes apparent that both parties are not benefiting from the association, it may be terminated by either party by giving notice*

## Interns Exit Interview Form

Name: \_\_\_\_\_ Date: \_\_\_\_\_

When did you intern? \_\_\_\_\_ For whom: \_\_\_\_\_

How many hours did you average per week? \_\_\_\_\_

What were some of the things you hoped you would learn and or get to do? \_\_\_\_\_

\_\_\_\_\_

Were you able to do or experience the things you hoped to get to do? Yes / No

If no, please explain. \_\_\_\_\_

\_\_\_\_\_

What part of the internship was the most helpful to you? \_\_\_\_\_

\_\_\_\_\_

What part of the internship was least helpful to you? \_\_\_\_\_

\_\_\_\_\_

Were you given enough information and instruction to do the job required of you? Yes / No

Were you treated as a valuable member of the Municipal/Teen Court staff and team? Yes / No

What recommendations do you have that would be helpful for future interns? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

How will you be using the information and skills you learned here? \_\_\_\_\_

\_\_\_\_\_

Any other comments you would like to make? (Feel free to use the back of the page) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Have you turned in your Intern Name Tag? Yes / No

***Thank you for volunteering your time to our department and the City of College Station.***